



## Quality Assurance Policy

SNS Recruitment LTD provides recruitment services to a range of organisations within the United Kingdom. SNS Recruitment LTD supplies private corporations, public organisations, local authorities and is a listed supplier under several framework agreements.

Providing a quality recruitment service is fundamental to our company. We consistently strive to exceed the expectations of all those whom our company interacts with.

SNS Recruitment LTD is committed to continuous improvement. We have established a Quality Management System that encompasses several measures to consistently improve the quality of the service we deliver. Furthermore, as a framework supplier, we are committed to perform regular internal auditing of our systems and processes.

SNS Recruitment LTD utilises the following systems and procedures to deliver these improvements:

1. SNS Recruitment LTD has in place a digital platform located on its website, known as the 'Client Zone' for the purpose of serving its clients.

Within the 'client zone' our clients can do the following:

- a. Provide routine feedback on temporary workers requested.
  - b. Provide routine feedback on the services received.
  - c. Submit online timesheets for temporary workers requested.
  - d. Complete a customer complaint form which encompasses a full escalation process with clear timescales, to be viewed solely by management.
  - e. Hire additional temporary workers.
  - f. Submit a request to hire permanent staff.
2. We train and induct our staff against our range of policies and procedures. We ensure customer service training & legislation training is provided. These topics are covered in our consultant handbooks.
  3. We perform routine internal audits on our temporary workers. The purpose of which is to ensure that our workers remain compliant & that their qualifications and DBS certificates remain valid.
  4. We measure customer feedback against our staff's performance within appraisals and monthly reviews.
  5. We regularly self-audit both our front and back-office processes to drive quality and improvement. A purpose of which is to ensure that we deliver against the frameworks we service.

This policy is posted within our business unit's notice board and is also saved in each our business' shared drive.

Ultimately the Managing Director is responsible for Quality and Continuous Improvement of SNS Recruitment LTD.

All employees have a responsibility within their independent work to ensure that same Quality of service within SNS Recruitment LTD.

A handwritten signature in black ink, appearing to read "J. McNeish". The signature is written in a cursive, flowing style.

Javaughn Mcneish

Director.